

# ***FY-2000 PROCUREMENT AND PROPERTY DIVISION CUSTOMER SERVICE SURVEY RESULTS***

<b><i>QUESTIONS</i></b>	<b><i>RATING</i></b>				
	<i>Excellent</i> (5)	<i>V. Good</i> (4)	<i>Good</i> (3)	<i>Fair</i> (2)	<i>Poor</i> (1)
<b><i>1. Rate the staff on their:</i></b>					
<i>, Professionalism and courtesy</i>	28%	47%	16%	9%	
<i>, Promptness in answering and returning telephone calls</i>	22%	41%	16%	16%	6%
<i>, Follow-up to your questions and concerns</i>	20%	38%	23%	17%	3%
<i>, Giving accurate, timely information to you on the telephone</i>	35%	35%	10%	13%	6%
<i>, Willingness to assist you by explaining current policies and procedures relative to your needs</i>	31%	38%	9%	16%	6%
<i>, Willingness to explain the requirements needed to support your actions</i>	22%	44%	13%	16%	3%
<i>, Service from PPD met your immediate needs and expectations.</i>	23%	32%	26%	13%	6%
<b><i>2. Were you advised of projected milestone dates? (make correct response bold)</i></b>	<b>YES</b> 68%	<b>NO</b> 16%	<b>N/A</b> 16%		
<b><i>3. If there were delays in the process, were you advised of the reasons and given revised milestone dates? (make correct response bold)</i></b>	<b>YES</b> 65%	<b>NO</b> 26%	<b>N/A</b> 10%		
<b><i>4. Received timely and proactive procurement and personal property services that met your needs with the desired results?</i></b>	26%	32%	19%	13%	10%
<b><i>5. How would you rate your overall satisfaction with the service?</i></b>	31%	38%	9%	16%	6%

